

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	The Royal Masonic Benevolent Institution Care Company	
The provider was registered on:	03/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Albert Edward Prince of Wales Court	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	03/12/2018
	Responsible Individual(s)	Karen Salley
	Manager(s)	Alison Aberdeen
	Maximum number of places	76
	Service Conditions	There are no conditions associated to this service
	Queen Elizabeth Court	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	03/12/2018
	Responsible Individual(s)	Karen Salley
	Manager(s)	Michelle Beer
	Maximum number of places	62
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have a mandatory training framework in place, overseen by our Learning and Development Team. KPIs are monitored monthly and published for all staff on our People dashboard; this also includes compliance with supervisions and appraisals. Each Home has a dedicated Training Manager responsible for all staff training, and training packs are reviewed and updated regularly in line with legislation and regulatory requirements. Bespoke training is provided as needed e.g. de-escalation, clinical.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Homes are supported by our HRBPs and Recruitment Manager to monitor local markets, identify recruitment opportunities and recruit into vacant posts, which are advertised online. We have comprehensive induction, training and supervision processes, and run an employee assistance programme to support with any areas of concern e.g. counselling and medical support. Each home has wellbeing champions to focus on staff morale, and we reward long service and exceptional care with additional benefits.

Service Profile

Service Details

Name of Service	Albert Edward Prince of Wales Court
Telephone Number	01656 785311
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	111
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Fees Charged

The minimum weekly fee payable during the last financial year?	691.00
The maximum weekly fee payable during the last financial year?	1538.20

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We welcome feedback about our services through every available channel: this includes compliments, concerns and complaints, reviews of the service left on carehome.co.uk and through regular meetings with all stakeholders.</p> <p>Resident, relative and staff feedback is sought at every visit by any of our national team, through our internal quality and governance audits and during monthly regional manager and quarterly RI visits.</p> <p>Last year we introduced a new organisational quality survey and the results for each home were then taken to produce "you said, we did" posters to display, to outline how we were going to act on comments raised. Organisational data was then published in our annual impact statement.</p>

Service Environment

How many bedrooms at the service are single rooms?	76
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	76
How many bathrooms have assisted bathing facilities?	9
How many communal lounges at the service?	6
How many dining rooms at the service?	7

Provide details of any outside space to which the residents have access	Albert Edward Prince of Wales Court stands in extensive, well-kept grounds situated one mile from Porthcawl town centre and the Promenade. Every bedroom overlooks the grounds or a beautiful inner garden courtyard. Ireland House (the dementia support unit) also enables our residents to continue to remain independent in a safe and secure environment with access to outdoors via our dementia garden.
Provide details of any other facilities to which the residents have access	The Home has its own hairdressing salon where residents can enjoy haircuts and pampering from a professional hairdresser. Albert Edward Prince of Wales Court has a purpose built chapel that supports the continuation of any faith and religious needs. A chaplaincy service and pastoral care is offered to those residents whom request it. All residents are encouraged to register with their own GP. The Home has close links with the local surgery and surgeries are held at the Home. The Home can also arrange visits from chiropodists, physiotherapists and other healthcare professionals. Regular trips in the minibus and car are also offered.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>Regular minuted residents and relatives meetings held with agenda and AOB items to ensure open forum. Face to Face meetings where possible in line with COVID restrictions, written communication and visibility in the home maintained throughout the pandemic.</p> <p>Monthly Residents' Forum, agenda set by the chairman. Representatives from each area of the home meets with Home Manager to discuss agenda.</p> <p>Activity surveys carried out to capture residents' views.</p> <p>Activity co-ordinator meets with new residents to gauge interests and preferences, new activities required or focus for current activities attendance.</p> <p>Regional Manager visits monthly and spends time gathering feedback on living and working at the Home. Quarterly RI visits and Internal Quality and Governance Audits also always include stakeholder comments.</p> <p>Organisational survey completed, 'You Said We Did' posters produced in response to feedback.</p> <p>Carehome.co.uk reviews – Awarded Top 20 Care home in region for 3rd year running: current rating 9.9/10 based on 88 reviews.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All residents have a monthly review and evaluation of their Care Plans and needs are also reviewed using the clinical risk register form. Appropriate risk assessments are completed which may identify any new risk.</p> <p>Daily briefing meeting conducted daily to share information about residents for knowledge and action if required.</p> <p>The Home provides access to all healthcare professionals where required, these include standard professionals e.g. GP, District Nurses, Dieticians, Chiropodist, Domiciliary dental services, opticians, Mental Health teams. All residents are supported to attend appointments if family members are unable to.</p> <p>If it is noted or requested that an additional professional or service is required the Home will arrange this.</p> <p>The care and support we provide is designed to be flexible because people's needs change and services need to be able to adapt accordingly. We will always seek out specialist training as required and in relation to particular needs, and support this with the relevant policies and procedures for staff to follow.</p> <p>Every resident receives a comprehensive assessment and individualised care plan outlining all care and support required, in line with their personal needs, preferences and desired outcomes. Each care plan is a live document, continually developed and reviewed over time and evaluated to ensure all care needs are current. Their care plan comprises full details of their physical, physiological, social and emotional needs and residents, along with friends and family whom they wish to be involved, are encouraged to contribute to every aspect of the care planning and review process. The Home is also able to support residents with sensory needs such as impaired hearing and vision.</p> <p>RMBI Care Co. believes it is essential to respect the needs, rights and wishes of people from different ethnic and cultural backgrounds, people with different sexual orientations and life-styles and to not discriminate against them in their care and treatment because of those differences. Every resident is therefore treated in a manner that respects his/her personal privacy and dignity, diversity, independence and choice and we work with our residents rather than for them, to achieve their desired goals and outcomes.</p> <p>Every resident is actively assisted to access their rights as a citizen and to play the part in society as they wish.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The All Wales Safeguarding Procedures 2019 underpins our safeguarding policy and mandatory training; the Keeping Adults Safe booklet is issued to all staff and the Safeguarding policy is available to view on request.</p> <p>The Home maintains excellent links with the local Safeguarding Board. Contact is made for advice as needed and we are proud of having an open and transparent relationship with Safeguarding Team. The organisational Care dashboard highlights reportable and Duty of Candour incidents, which are all copied to the ROM and Assistant Director of Quality and Governance and analysed by the quality and governance team.</p> <p>We operate an organisational complaints, concerns and complaints system which will be further developed this year to incorporate safeguarding referrals and actions</p> <p>Mandatory safeguarding training is completed by all staff at every level within the Home; as of 31/03/2023 the home's compliance with this was 83%.</p> <p>An Equal ops policy and training for staff is in place (current compliance 95%); we also provide customer care training, person centred care training and experiential learning training.</p> <p>Every resident can be confident that any information pertaining to themselves or their care will be treated with the utmost confidence. Residents are assured that RMBI Care Co. staff are carefully selected and trained to perform their duties to the highest possible standard and are supervised in the practice of their duties. All staff are supported and trained to embody the organisation's corporate values, "Kind", "Supportive" and "Trusted" in every aspect of care they deliver.</p> <p>Residents can be assured that their security and safety is of paramount importance to the staff of RMBI Care Co. and that their financial affairs are treated with probity and discretion. Regular financial audits are carried out by the RMBI Care Co. finance department for all Homes.</p> <p>We carry out lessons learnt reviews on all complaints, medication errors/incidents, safeguarding referrals etc. in order to address any areas of poor practice and promote good practice and reflective learning. We also monitor all medication errors/incidents through our medication dashboard and quarterly organisational medication reviews.</p> <p>We operate robust HR and disciplinary procedures should any member of staff be identified as falling short of our organisational standards or ethos.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

The overall security of the building is a standard agenda item on the Residents Forum. We run a Health and Safety Committee within the Home and this feeds into the quarterly corporate Health and Safety National Committee. In addition weekly and monthly Home Manager / Facilities Manager walk-arounds take place to identify any areas for improvement and a Monthly Home Safety Inspection is carried out by Facilities Manager and Home Manager.

The Property Dashboard is produced by the Property Directorate and this feeds information to the Property Board. Property policies and procedures, compliance trackers and buildings compliance trackers are also in place to ensure all standards of property maintenance and management are achieved.

There is a continuous programme of improvements to the environment to enrich residents lives, drawing on resident feedback about what they would like to see within the home.

RMBI Care Co. operates a robust quality assurance programme consisting of internal audits within each Home – care planning, medication, infection control, health and safety, facilities, HR – as well as full regulatory compliance audits carried out at least yearly which assesses the Home’s performance against the relevant regulatory standards.

Each Home also produces its own continuous improvement plan which outlines all actions being taken to improve performance and effectiveness, as well as any actions identified through external sources, i.e. regulatory inspections and contract monitoring. This is shared with the RMBI Care Co. Quality and Governance Team and Regional Operations Manager for the Home.

The kitchen is run in partnership with our external contractors and their staff team. The in-house chefs ensure that residents’ needs in relation to preferences, cultural and religious background and specialist diets are understood to promote good nutrition and hydration. The menus rotate and comments on the food are positively welcomed; in addition we hold special events to celebrate birthdays, anniversaries and particular food-based interests.

The Home’s housekeeping team also ensures that standards of cleanliness and infection control throughout the Home are maintained and supports residents with their laundry requirements. Domestic staff undertake in-house training for manual handling and COSHH (Control of Substances Hazardous to Health).

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	131
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	1

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Clinical Nurse Manager completed: Asbestos Awareness Basic Observations - Competency Cyber Security Awareness Data Protection Diabetes Enteral/PEG Feeding Fire Awareness First Aid Awareness Modern Slavery Sepsis Stoma Care Subcutaneous Fluids Venepuncture Verification of Death Wound Care</p> <p>Training Manager completed: Basic Observations - Competency Conflict resolution Cyber Security Awareness Data Protection Fire Awareness First Aid Awareness Modern Slavery Problem Solving Recognising Your Value</p>
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Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	8
Manual Handling	6
Safeguarding	7
Medicine management	8
Dementia	2
Positive Behaviour Management	0
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bed Rails 6 Bowel Management 3 Catheterisation for RN's 2 Communication Skills 2 Confidence Building 2 Conflict resolution 2 Customer Service 2 Cyber Security Awareness 8 Data Protection 8 Diabetes 3 Disability Awareness and Inclusion 1 Display Screen Equipment 3 Drug & Alcohol Awareness 1 Enternal/PEG Feeding 5 Experiential Learning 2 Fall Prevention 6 Fire Awareness 8 First Aid Awareness 8 iHasco Time Management 1 Lone Working 1 Managing Anxiety 1 MCA/DOLS 6 Mental Health Awareness 1 Mental Health in Care 1 Modern Slavery 1 Problem Solving 1 Recognising Your Value 1 Resilience 1 Risk Assessment 1 Sepsis 6 Sexual Harassment 1 Slips, Trips and Falls 1 Stress Awareness 1 Subcutaneous Fluids 4 Suctioning & Nebulisers 2 Syringe Driver 3 Tissue Viability 1 Tracheostomy for RNs 1 Unconscious Bias 1 Venepuncture 4 Verification of Death 5 Whistleblowing 1 Wound Care 5
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Contractual Arrangements	
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No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
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Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift: 7:30 – 20:30 Night shift: 20:30 – 7:30 A Registered Nurse oversees every shift
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Senior social care workers providing direct care	
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	14
No. of posts vacant	1

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	8
Infection, prevention & control	13
Manual Handling	7
Safeguarding	11
Medicine management	10
Dementia	1
Positive Behaviour Management	0
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Basic Observations - Competency 5
 Bed Rails 7
 Conflict resolution 1
 Customer Service 2
 Cyber Awareness Introduction 1
 Cyber Security Awareness 9
 Data Protection 13
 Display Screen Equipment 2
 Experiential Learning 2
 Fall Prevention 9
 Fire Awareness 8
 First Aid Awareness 9
 MCA/DOLS 3
 Named First Aider - Workplace 1
 Oral Health 3
 Problem Solving 1
 Recognising Your Value 1
 Stoma Care 3
 Whistleblowing 1
 Wound Care 1

Contractual Arrangements

No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	14
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 7:30 – 20:30 Night shift - 20:30 – 7:30 There are at least four team leaders working at every shift to oversee each area of the home, aside from the nursing unit
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	75
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	7
Health & Safety	32
Equality, Diversity & Human Rights	20
Infection, prevention & control	65
Manual Handling	61
Safeguarding	11
Medicine management	11
Dementia	7
Positive Behaviour Management	0
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Accredited Warfarin Training 12 Asbestos Awareness 2 Basic Observations 10 Bed Rails 60 Communication Skills 1 Customer Service 13 Data Protection 61 Drug & Alcohol Awareness 1 EX Infection Control Operational Lead 1 Experiential Learning 10 Fall Prevention 63 Fire Awareness 57 First Aid Awareness 50 MCA/DOLS 26 Menopause Awareness 1 Mental Health Awareness 1 Oral Health 17 Problem Solving 1 Recognising Your Value 1 Slips, Trips and Falls 3 Stoma Care 8 Stress Awareness 1 Working at Height 3 Wound Care 1

Contractual Arrangements	
No. of permanent staff	71
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	71
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift: 7:30 – 20:30 Night shift: 20:30 – 7:30 Currently staffing numbers stand at 23 staff during the day, 21 in the evening and 11 overnight, in addition to RNs, the Clinical Nurse Manager, Deputy Home Manager and Home Manager
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	58
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	19
No. of posts vacant	1
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	12
Equality, Diversity & Human Rights	5
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	0
Dementia	0
Positive Behaviour Management	0

Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Asbestos Awareness 14 Bed Rails 19 BICSc Control of Cross Contamination 1 Customer Service 4 Data Protection 16 Dementia Awareness Experiential Learning 3 Fall Prevention 17 Fire Awareness 16 First Aid Awareness 14 Infection Control Managerial Lead 1 MCA/DOLS 4 Oral Health 1 Slips, Trips and Falls 1 Working at Height 12

Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	Facilities Manager - Operational management of all property functions Facilities Assistant - Support with operational management of all property functions Business Relationship Manager - Operational management of all administrative and finance functions Admin Assistant - Support with operational management of all administrative and finance functions Activities Coordinator - Management of all internal and external activities provision
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Filled and vacant posts

No. of staff in post	11
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Asbestos Duty to Manage 1 Bed Rails 3 Compassionate Leadership 1 Customer Service 2 Cyber Security Awareness 6 Data Protection 5 Display Screen Equipment 1 Experiential Learning 1 Fall Prevention 3 Fire Awareness 5 First Aid Awareness 5 Legionella Awareness and Role of Respons 2 LOLER 1 MCA/DOLS 3 Modern Slavery 1 Named First Aider - Workplace 1 Working at Height 3

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0

Name of Service	Queen Elizabeth Court
Telephone Number	01492877276
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh - some bilingual elements

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	81
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Fees Charged

The minimum weekly fee payable during the last financial year?	714.00
The maximum weekly fee payable during the last financial year?	1392.24

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We welcome feedback about our services through every available channel: this includes compliments, concerns and complaints, reviews of the service left on carehome.co.uk and through regular meetings with all stakeholders.</p> <p>Resident, relative and staff feedback is sought at every visit by any of our national team, through our internal quality and governance audits and during monthly regional manager and quarterly RI visits.</p> <p>Last year we introduced a new organisational quality survey and the results for each home were then taken to produce "you said, we did" posters to display, to outline how we were going to act on comments raised. Organisational data was then published in our annual impact statement.</p>

Service Environment

How many bedrooms at the service are single rooms?	62
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	62
How many bathrooms have assisted bathing facilities?	8
How many communal lounges at the service?	7
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	<p>Queen Elizabeth Court is a purpose built Home, opened in 1977 and is situated on level land within a short walk of the sea-front, shops and surrounding hills and countryside. The dementia support unit offers access to a secure garden; every bedroom also overlooks the communal grounds or the inner garden courtyard.</p>

Provide details of any other facilities to which the residents have access	Regular religious worship is held in the Home; however, residents are free to attend a church of their choice in the local community. Queen Elizabeth Court has a purpose built chapel that supports the continuation of any faith and religious needs. A chaplaincy service and pastoral care is offered to those residents whom request it. The Home has close links with the local surgery and surgeries are held at the Home. The Home can also arrange visits from chiropodists, physiotherapists and other healthcare professionals. The Home has its own hairdressing salon where residents can enjoy haircuts and pampering from a professional hairdresser.
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Monthly residents meetings are held on 2nd Wednesday of the month to include Activity Co-ordinators and Chef Manager. Chef Manager meets each new resident to discuss their preferences and also has 1:1 meetings should there be any concerns. Resident representative nominated by residents to advocate on their behalf in meetings and in general. Activity co-ordinators meets with new residents to discuss their interests and personal preferences and to orientate them to the home and meet other residents. Regular home visits by Regional Operations Manager who spends time speaking to both residents and staff to gain feedback on living and working at the Home. Quarterly home visits by Registered Individual who spends time speaking to both residents and staff to gain feedback on living and working at the Home Carehome.co.uk reviews - current rating 9.7/10 based on 92 reviews Internal Quality and Governance Audits include interviews with staff, residents, relatives and other external stakeholders as available to gather their feedback on specific aspects of care and support and the home as a whole. This year we launched our own organisational survey based on the YCR survey, to gather feedback from our residents. Following collation and review of results we then produced a 'You Said We Did' poster to address key points raised, and provide information about any actions we were then taking.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All residents have a monthly review and evaluation of their Care Plans and needs are also reviewed using the clinical risk register form. Appropriate risk assessments are completed which may identify any new risk.</p> <p>We have close interdisciplinary working relationships with GP, District Nursing Team, Dieticians, Community Mental Health Team, Community Therapists, Chiropody and Dentistry services. We provide access to community support for residents such as the Stroke Association and Advocacy Services.</p> <p>A daily management meeting is held to discuss the health and wellbeing of residents.</p> <p>Our Wishing Well Appeal supports residents to fulfil aspirational outcomes by taking part in new or familiar activities based on their wishes.</p> <p>We have recently opened our refurbished Dementia House which has increased capacity to support the needs of residents in the home; this included refurbishment of key communal areas to support social needs and inclusion.</p> <p>Our nursing service is supported by the National Clinical Governance Lead to ensure safe and effective delivery of nursing care.</p> <p>Our dementia service is supported by the organisational Dementia Lead to ensure safe and effective delivery of dementia care; in addition our in-house dementia lead has completed Dementia Care Mapping training in order to provide further insight and development ideas for the effectiveness of the dementia wing and overall wellbeing of the residents. The new dementia house also now houses a sensory room.</p> <p>We have accessible gardens for all of the residents to enjoy, and provide a varied range of activities for people to take part in.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our governance procedures include Clinical Risk Registers, falls trackers, care and medication dashboards and medication trackers to support early detection of risk and/or unsafe practice and any changes in health and wellbeing.</p> <p>We believe in facilitating an open and transparent culture within the home and across the organisation as a whole.</p> <p>We have good working relationships with the Safeguarding Board, Continuing Health Care Teams and Local Authority. Our safeguarding and whistleblowing policies are produced in line with the All Wales Safeguarding Framework and this is incorporated into mandatory training for all staff and volunteers.</p> <p>We operate robust recruitment and HR systems and ensure our staff receive regular supervisions and appraisals.</p> <p>We are subject to regular Internal Quality and Governance Audits which assess the Home's operations against all RISCA regulations.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Queen Elizabeth Court is a purpose built home with accessible gardens. There are several smaller communal living areas which include dining and living spaces with kitchens to support the service to be a "home with care" as opposed to a "care home". There is a continuous programme of facilities improvements and refurbishments to meet the needs of the residents – recently we completed an internal refurbishment to increase the home's capacity for accommodation for people living with dementia. The organisational Property Department supports the home's Facilities Team and maintains a full schedule of all property, equipment and utilities compliance. We hold Monthly Health and Safety Committee meetings and feedback from this feeds into the quarterly corporate Health and Safety National Committee. Our property dashboard and compliance tracker is monitored to ensure all aspects of property management are completed. Monthly Home Safety Inspections are carried out by Home Manager and Facilities Manager. Our outdoor summer house can be used for safe visiting during times of outbreak in home. Each Home also produces its own continuous improvement plan which outlines all actions being taken to improve performance and effectiveness, as well as any actions identified through external sources, i.e. regulatory inspections and contract monitoring. This is shared with the RMBI Care Co. Quality and Governance Team and Regional Operations Manager for the Home. The kitchen is run in partnership with our external contractors and their staff team. The in-house chefs ensure that residents' needs in relation to preferences, cultural and religious background and specialist diets are understood to promote good nutrition and hydration. The menus rotate and comments on the food are positively welcomed; in addition we hold special events to celebrate birthdays, anniversaries and particular food-based interests. The Home's housekeeping team also ensures that standards of cleanliness and infection control throughout the Home are maintained and supports residents with their laundry requirements. Domestic staff undertake in-house training for manual handling and COSHH (Control of Substances Hazardous to Health).

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	95
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	9
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	7
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	2
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bed Rails 7 Bowel Management 3 Buccal Midazolam 1 Catheterisation Competency 2 Catheterisation for RN's 3 Communication Skills 2 Compassionate Leadership 1 Customer Service 4 Cyber Security Awareness 7 Data Protection 8 Diabetes 4 Difficult Conversations 1 Display Screen Equipment 3 Donning and Doffing of PPE 3 Enteral/PEG Feeding 5 Experiential Learning 4 Fall Prevention 7 Fire Awareness 9 First Aid Awareness 7 Hand Hygiene 3 MCA/DOLS 6 Oral Health 6 Person Centred Care Planning 1 Sepsis 4 Subcutaneous Fluids 3 Suctioning & Nebulisers 5 Supervision and PDR Training 1 Syringe Driver 4 Tracheostomy for RN's 3 Venepuncture 3 Venepuncture Competency 2 Verification of Death 3 Wound Care 4
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

Daytime shifts are 7:15-14:00, 13:45 – 20:30 and 7:15 – 20:30; night shifts are from 20:15 to 7:30. Typically there are 2 RNs on shift during the day and one overnight.

Senior social care workers providing direct care

Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post

9

No. of posts vacant

0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction

1

Health & Safety

2

Equality, Diversity & Human Rights

1

Infection, prevention & control

7

Manual Handling

5

Safeguarding

7

Medicine management

7

Dementia

1

Positive Behaviour Management

0

Food Hygiene

2

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Basic Observations 1
 Bed Rails 5
 Buccal Midazolam 1
 Communication Skills 1
 Customer Service 1
 Cyber Security Awareness 5
 Data Protection 7
 Display Screen Equipment 2
 Experiential Learning 1
 Fall Prevention 5
 Fire Awareness 7
 First Aid Awareness 6
 MCA/DOLS 1
 Menopause Awareness 1
 Mental Health in Care 1
 Oral Health 6
 Stress Awareness 1

Contractual Arrangements

No. of permanent staff

7

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

2

No. of Non-guaranteed hours contract (zero hours) staff

0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Daytime shifts - 7:15-14, 13:45 – 20:30 and 7:15 – 20:30 Night shift - 20:15 - 07:30 There are always three team leaders working across daytime shifts to cover different parts of the home, and two at night, alongside the rest of the management team and RNs.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	49
No. of posts vacant	7

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	21
Health & Safety	21
Equality, Diversity & Human Rights	16
Infection, prevention & control	44
Manual Handling	45
Safeguarding	45
Medicine management	10
Dementia	12
Positive Behaviour Management	0
Food Hygiene	19

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anaphylaxis and the use of Adrenaline 1 Bed Rails 39 Buccal Midazolam 2 Communication Skills 11 Confidence Building 1 Conflict resolution 2 Customer Service 13 Data Protection 44 Donning and Doffing of PPE 7 Drug & Alcohol Awareness 4 EX Anaphylaxis and the use of Adrenaline 1 Experiential Learning 14 Fall Prevention 40 Fire Awareness 44 First Aid Awareness 42 Hand Hygiene 10 MCA/DOLS 21 Mental Health Awareness 2 Mental Health in Care 2 Moving and Handling Facilitator 2 Oral Health 34 Person Centred Care Planning 2 Pressure Area Information Briefing 3 Stress Awareness 5
Contractual Arrangements	
No. of permanent staff	45
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	45
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Daytime shift patterns are 7:15-14, 13:45 – 20:30 and 7:15 – 20:30, with overnight shifts from 20:15 to 7:30. Typically during the day there would be thirteen care staff working across the home, overseen by the Home Manager / Deputy Home Manager / Clinical Nurse Manager or Dementia Lead, who are responsible for the individual units, as well as team leaders.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	45
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	

No. of staff in post	11
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	9
Manual Handling	9
Safeguarding	8
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Asbestos Awareness 6 Bed Rails 4 Communication Skills 2 Customer Service 2 Data Protection 9 Donning and Doffing of PPE 1 Experiential Learning 1 Fall Prevention 5 Fire Awareness 8 First Aid Awareness 9 Hand Hygiene 1 MCA/DOLS 6 Working at Height 7
<p>Contractual Arrangements</p>	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
Does your service structure include roles of this type?	No
<p>Other types of staff</p>	

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Facilities Manager - Operational management of all property functions Facilities Assistant - Support with operational management of all property functions Business Relationship Manager - Operational management of all administrative and finance functions Admin Assistant - Support with operational management of all administrative and finance functions Activities Coordinator - Management of all internal and external activities provision
Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	6
Equality, Diversity & Human Rights	5
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Asbestos - Duty to Manage 1 Asbestos Awareness 3 Bed Rails 4 CDM In Practice 3 Communication Skills 4 Compassionate Leadership 2 Customer Service 4 Cyber Security Awareness 5 Data Protection 8 Difficult Conversations 1 Display Screen Equipment 4 Donning and Doffing of PPE 1 Experiential Learning 3 Fall Prevention 4 Fire Awareness 7 First Aid Awareness 8 Hand Hygiene 1 iHasco Legionella Awareness 1 Legionella Awareness and Role of Respons 2 Legionella Practical Training 2 LOLER 3 MCA/DOLS 6 MiDAS 1 Modern Slavery 2 Named First Aider - Workplace 1 Oral Health 1 Portable Appliance Testing 3 Supervision and PDR Training 1 Working at Height 3
Contractual Arrangements	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;"> Outline below the number of permanent and fixed term contact staff by hours worked per week. </div>	
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	13
No. of staff working toward required/recommended qualification	0